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IN RE:

**SHOW CAUSE PROCEEDING
AGAINST EZ TALK
COMMUNICATIONS, LLC FOR
VIOLATIONS OF TENN. CODE ANN. § 65-
4-125 AND TENN. RULES & REGS. 1220-4-2-
.56**

DOCKET NO.
03-00632

This matter is before the Hearing Officer¹ on the recommendation of the Consumer Services and External Affairs Division (“CSD”) of the Tennessee Regulatory Authority (“TRA” or “Authority”), pursuant to Tenn. Code Ann. § 65-2-106, to consider preliminary findings of the CSD against EZ Talk Communications, LLC (“EZ Talk”) and determine whether to require EZ Talk to appear before the Hearing Officer and show cause why EZ Talk should not have its reseller certificate revoked and be assessed fines and penalties for its alleged violations of Tenn. Code Ann. § 65-4-125 and Tenn. Rules & Regs. 1220-4-2-.56.

Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56 prohibit telecommunications service providers from designating or changing the provider of telecommunications services to a subscriber if the provider knew or reasonably should have known that such provider does not have the authorization of such subscriber.

Tenn. Code Ann. § 65-4-125(a) states:

- (a) No telecommunications service provider, and no person acting on behalf of any telecommunications provider, shall designate or change the provider of telecommunications services to a subscriber if the provider or person acting on behalf of the provider knows or reasonably should know that such provider or person does not have the authorization of such subscriber.

The regulation promulgated pursuant to Tenn. Code Ann. § 65-4-125 is Tenn. Rules & Regs. 1220-4-2-.56. (Available at <http://www.state.tn.us/tra/trarules.htm> and <http://www.state.tn.us/sos/rules/rules.htm>).

Beginning in October 2003, the Authority has received, through its Consumer Services and External Affairs Division, approximately seventy-six (76) consumer complaints from customers of Delta Phones, Inc. ("Delta Phones"), a reseller of local exchange telecommunications services, alleging that their prepaid telephone service provided by Delta Phones had been terminated during September 2003 without notice.² Delta Phones had been providing prepaid telephone service to Tennessee customers pursuant to a resale agreement with BellSouth Telecommunications, Inc. ("BellSouth").³ As a result of a billing dispute, on August 25, 2003, BellSouth filed a letter with the Authority stating that BellSouth would terminate service to Delta Phones on September 4, 2003.⁴

Through its investigation of these complaints, the CSD learned that while BellSouth had notified the Authority that service to Delta Phones would be terminated as of September 4, 2003,

¹ At a regularly scheduled Authority Conference held on December 15, 2003, the voting panel in this docket unanimously appointed Director Pat Miller to serve as Hearing Officer in this matter.

² *Affidavit of John Conners in Support of Allegations of Violations of Tenn. Code Ann. § 64-4-125 and Tenn. Rules and Regs. 1220-4-2-.56 Pursuant to a Proceeding Requiring EZ Talk Communications, LLC to Show Cause Why an Order Revoking Its Reseller Certificate and/or Imposing a Fine Should Not Issue* (December 17, 2003) ("Affidavit of John Conners")

³ *See In Re: Petition for Approval of the Resale Agreement Between BellSouth and Delta Phones, Inc.*, Docket No. 02-01018.

⁴ Letter of Guy Hicks, Esq. to Richard Collier (August 25, 2003), *In Re: Delta Phones, Inc. Complaint and Petition for Expedited Relief*, Docket No. 03-00425.

telephone service was provided to Delta Phones customers by another reseller from the time of the BellSouth termination to the time that those customers' local telephone service was terminated after that date.⁵ During the investigation, two Delta Phones dealers reported to the CSD that they had learned from representatives of Delta Phones that the telephone service of their Delta Phones customers had been switched from Delta Phones to another reseller of local telephone service, EZ Talk.⁶

As part of its continuing investigation, the CSD subpoenaed from BellSouth records for the period from December 1, 2002 through October 15, 2003, which demonstrate that the local telephone service of Delta Phones customers was switched to another provider.⁷ The records produced by BellSouth show that a vast majority of Delta Phones customers were migrated from Delta Phones over a two-day period in July 2003. The records reveal that 881 Delta Phones customers were switched to another telephone service provider on July 8, 2003 and that 1,232 Delta Phones customers were switched to another telephone service provider on July 9, 2003, with additional Delta Phones customers being switched around those dates as well.⁸ The CSD staff compared the list of Delta Phones customers who had been migrated to another telephone service provider with the list of Delta Phones customers who had filed complaints with the TRA regarding termination of their telephone service, and determined that thirty-six (36) complainants had their telephone service switched from Delta Phones to EZ Talk.⁹ Most of these complainants had their telephone service switched between July 8, 2003 and July 10, 2003.¹⁰ These complainants were contacted by a letter from the CSD and asked whether they had authorized the

⁵ *Affidavit of John Conners* (December 17, 2003)..

⁶ *Id.*

⁷ *Id.*

⁸ *Id.*

⁹ *Id.*

¹⁰ *Id.*

switching of their telephone service from Delta Phones to EZ Talk.¹¹ Twenty-seven (27) complainants responded.¹² Of those respondents, twenty-one (21) complainants confirmed in written statements that they had not authorized the switching of their telephone service from Delta Phones to EZ Talk.¹³ BellSouth records indicated the mechanized requests to migrate these twenty-one (21) complainants from Delta Phones to EZ Talk came from EZ Talk.¹⁴ Additional records produced by BellSouth showed the number of days each of the complainants had their local telephone service placed with EZ Talk without authorization.¹⁵

The following consumer complaints demonstrate that each Delta Phones customer's service was switched to another service provider without the customer's authorization:

1. Ms. Sheryl Sanders, 517 Glass Street, Mt. Pleasant, TN 38474 (File No. 03-1835), filed a statement dated November 15, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-9169 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 1: EZ Talk changed the provider of telecommunications services without the authorization of Sheryl Sanders and provided unauthorized telephone service to Sheryl Sanders

¹¹ *Id.*

¹² *Id.*

¹³ *Id.*

¹⁴ *Affidavit of Dr. Eddie Roberson in Support of Allegations of Violations of Tenn. Code Ann. § 64-4-125 and Tenn. Rules and Regs. 1220-4-2-.56 Pursuant to a Proceeding Requiring EZ Talk Communications, LLC to Show Cause Why an Order Revoking Its Reseller Certificate and/or Imposing a Fine Should Not Issue* (December 18, 2003) ("*Affidavit of Dr. Eddie Roberson*").

¹⁵ *Id.*

for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

2. Ms. Karen Hogan Schuelke, 505 7th Street, Lawrenceburg, TN 38464 (File No. 03-1891), filed a statement dated November 14, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-762-3487 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 10, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 10, 2003 and was provided by EZ Talk through October 16, 2003, for a total of ninety-nine (99) days of unauthorized local telephone service.

COUNT 2: EZ Talk changed the provider of telecommunications services without the authorization of Karen Hogan Schuelke and provided unauthorized telephone service to Karen Hogan Schuelke for ninety-nine (99) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

3. Mr. James P. Morton, 147 Scotttown Road, Mt. Pleasant, TN 38474 (File No. 03-1816), filed a statement dated November 15, 2003 with the Authority on November 18, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-379-3639 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 3: EZ Talk changed the provider of telecommunications services without the authorization of James P. Morton and provided unauthorized telephone service to James P. Morton for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

4. Ms. Miescha White, 514 Carpenter Street, Mt. Pleasant, TN 38474 (File No. 03-1811), filed a statement dated November 14, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-3435 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 13, 2003, for a total of ninety-eight (98) days of unauthorized local telephone service.

COUNT 4: EZ Talk changed the provider of telecommunications services without the authorization of Miescha White and provided unauthorized telephone service to Miescha White for ninety-eight (98) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

5. Ms. Linda Lentini, 9456 Elk Ridge Road, Mt. Pleasant, TN 38474 (File No. 03-1823), filed a statement dated November 15, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-4289 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was

switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 5: EZ Talk changed the provider of telecommunications services without the authorization of Linda Lentini and provided unauthorized telephone service to Linda Lentini for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

6. Ms. Donna Counts, P.O. Box 2, Mt. Pleasant, TN 38474 (File No. 03-1820), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-0083 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 7, 2003, for a total of ninety-one (91) days of unauthorized local telephone service.

COUNT 6: EZ Talk changed the provider of telecommunications services without the authorization of Donna Counts and provided unauthorized telephone service to Donna Counts for ninety-one (91) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

7. Ms. Ella Medley, 405 Oak Street, Apt. F-37, Lawrenceburg, TN 38464 (File No. 03-1846), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-766-3921 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came

from EZ Talk on July 9, 2003. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

COUNT 7: EZ Talk changed the provider of telecommunications services without the authorization of Ella Medley and provided unauthorized telephone service to Ella Medley for sixty-five (65) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

8. Mr. Clayton Hadley, 924 Hart Street, Gallatin, TN 37066 (File No. 03-1912), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 615-230-9895 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 8: EZ Talk changed the provider of telecommunications services without the authorization of Clayton Hadley and provided unauthorized telephone service to Clayton Hadley for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

9. Mr. Eddie North, 590 Meadow Street, Apt. 7, Harrogate, TN 37752 (File No. 03-1799), filed a statement dated November 17, 2003 with the Authority on November 19, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 423-869-2859 from Delta Phones to EZ Talk. BellSouth records indicate

the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 9: EZ Talk changed the provider of telecommunications services without the authorization of Eddie North and provided unauthorized telephone service to Eddie North for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

10. Mr. Ronald W. Jenkins, 818 E. 3rd N. Street Apt. 2, Morristown, TN 37814 (File No. 03-1790), filed a statement dated November 17, 2003 with the Authority on November 19, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 423-317-8298 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 10, 2003, for a total of ninety-four (94) days of unauthorized local telephone service.

COUNT 10: EZ Talk changed the provider of telecommunications services without the authorization of Ronald W. Jenkins and provided unauthorized telephone service to Ronald W. Jenkins for ninety-four (94) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

11. Ms. Carolyn Burk, 118 Thomas Circle, Mt. Pleasant, TN 38474 (File No. 03-1827), filed a statement dated November 20, 2003 with the Authority on November 24, 2003, alleging that she never authorized any person or company to switch her local service for her

telephone number of 931-379-1282 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety-one (91) days of unauthorized local telephone service.

COUNT 11: EZ Talk changed the provider of telecommunications services without the authorization of Carolyn Burk and provided unauthorized telephone service to Carolyn Burk for ninety-one (91) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

12. Ms. Lakeysha Carter, 6331 Pleasant Ridge Road #4101, Knoxville, TN 37921 (File No. 03-1789), filed a statement dated November 20, 2003 with the Authority on November 24, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 865-525-8023 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 16, 2003, for a total of one hundred and one (101) days of unauthorized local telephone service.

COUNT 12: EZ Talk changed the provider of telecommunications services without the authorization of Lakeysha Carter and provided unauthorized telephone service to Lakeysha Carter for one hundred and one (101) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

13. Ms. Sandra Crews, 1704 Hancock Road, Jasper, TN 37347 (File No. 03-1766), filed a statement dated November 22, 2003 with the Authority on December 1, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 423-942-8979 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

COUNT 13: EZ Talk changed the provider of telecommunications services without the authorization of Sandra Crews and provided unauthorized telephone service to Sandra Crews for sixty-five (65) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

14. Ms. Cathy Luke, 1841 Mack Benderman Road, Culleoka, TN 38451 (File No. 03-1824), filed a statement dated November 15, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-4926 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 13, 2003, for a total of ninety-eight (98) days of unauthorized local telephone service.

COUNT 14: EZ Talk changed the provider of telecommunications services without the authorization of Cathy Luke and provided unauthorized telephone service to Cathy Luke for

ninety-eight (98) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

15. Ms. Sally Peery, 128 Andreea Street, Portland, TN 37148 (File No. 03-1791), filed a statement dated November 14, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 615-325-5231 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety (90) days of unauthorized local telephone service.

COUNT 15: EZ Talk changed the provider of telecommunications services without the authorization of Sally Peery and provided unauthorized telephone service to Sally Peery for ninety (90) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

16. Ms. Debbie Sanders, 173 H. Sanders Road, Summertown, TN 38483 (File No. 03-1842), filed a statement dated November 20, 2003 with the Authority on December 2, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-964-4765 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 17, 2003, for a total of one hundred and two (102) days of unauthorized local telephone service.

COUNT 16: EZ Talk changed the provider of telecommunications services without the authorization of Debbie Sanders and provided unauthorized telephone service to Debbie Sanders for one hundred and two (102) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

17. Mr. Buford Scott, Jr., 189 Highway 20, Summertown, TN 38483 (File No. 03-1826), filed a statement dated November 14, 2003 with the Authority on November 20, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-964-2435 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

COUNT 17: EZ Talk changed the provider of telecommunications services without the authorization of Buford Scott, Jr. and provided unauthorized telephone service to Buford Scott, Jr. for sixty-five (65) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

18. Ms. Lisa Kay Travis, 3947 Cathey's Creek Road, Hampshire, TN 38461 (File No. 03-1809), filed a statement dated November 14, 2003 with the Authority on November 19, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-285-2586 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was

switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 18: EZ Talk changed the provider of telecommunications services without the authorization of Lisa Kay Travis and provided unauthorized telephone service to Lisa Kay Travis for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

19. Mr. Ronnie Wilson, 119 Alexander Springs Road, Summertown, TN 38474 (File No. 03-1812), filed a statement dated November 20, 2003 with the Authority on November 21, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-964-4372 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 19: EZ Talk changed the provider of telecommunications services without the authorization of Ronnie Wilson and provided unauthorized telephone service to Ronnie Wilson for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

20. Ms. Nakiya Lacy, 4860 Reece Church Road, Columbia, TN 38401 (File No. 03-1822), filed a statement dated November 13, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-380-2388 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came

from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety (90) days of unauthorized local telephone service.

COUNT 20: EZ Talk changed the provider of telecommunications services without the authorization of Nakiya Lacy and provided unauthorized telephone service to Nakiya Lacy for ninety (90) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

21. Ms. Denvy L. Cook, 407 Carpenter Street, Mt. Pleasant, TN 38474 (File No. 03-1840), filed a statement dated November 14, 2003 with the Authority, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-0624 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

COUNT 21: EZ Talk changed the provider of telecommunications services without the authorization of Denvy L. Cook and provided unauthorized telephone service to Denvy L. Cook for sixty-six (66) days in violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

Summary of Charges

Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56 prohibit telecommunications service providers from designating or changing the provider of

telecommunications services to a subscriber if the provider knew or reasonably should have known that such provider does not have the authorization of such subscriber.

The investigation discloses that EZ Talk has followed a pattern of continued violation of Tenn. Code Ann. § 65-4-125(a) and the regulation promulgated pursuant to that section, Tenn. Rules & Regs. 1220-4-2-.56, requiring the Authority to issue a show cause order with respect to such acts. Under Tenn. Code Ann. § 65-4-125(f), telecommunications service providers who violate Tenn. Code Ann. § 65-4-125(a), or any regulation promulgated pursuant to that section, “shall be subject to a civil penalty of not less than one hundred dollars (\$100) and not more than one thousand dollars (\$1,000) for each day of any such violation.”

The number of consumers against whom violations are alleged to be committed under this Order is twenty-one (21) and the presently calculable total of the number of days during which the alleged violations occurred is one thousand six hundred and seventy-seven (1,677). Therefore, the presently calculable penalty for the alleged violations of Tennessee law and regulations included in this Order ranges from one hundred sixty-seven thousand seven hundred dollars (\$167,700) to one million six hundred seventy-seven thousand dollars (\$1,677,000).

Violations of state law or the Authority’s rules may constitute grounds for revocation of a reseller’s certificate pursuant to Tenn. Rules & Regs. 1220-4-2-.57(16).

BASED UPON THE FOREGOING, the Hearing Officer hereby determines that EZ Talk Communications, LLC, should appear and show cause why the Authority should not revoke its reseller certificate for violations of state law and impose a civil penalty upon EZ Talk of up to \$1,000 for each day of violation of Tenn. Code Ann. § 65-4-125(a) and Tenn. Rules & Regs. 1220-4-2-.56.

IT IS THEREFORE ORDERED THAT:

EZ Talk Communications, LLC shall appear before the Hearing Officer on Wednesday,
January 7, 2004 at 10:00am in the Hearing Room on the Ground Floor at 460 James
Robertson Parkway, Nashville, TN and show cause why the Authority should not issue an order
revoking EZ Talk's reseller certificate and imposing civil penalties pursuant to Tenn. Code Ann.
§ 65-4-125(f) and take other lawful action for the unlawful actions of EZ Talk Communications,
LLC as set forth in this Order.

A handwritten signature in black ink, appearing to read "PAT MILLER", with a long horizontal flourish extending to the right.

Pat Miller, Director
As Hearing Officer

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

IN RE:

**SHOW CAUSE PROCEEDING
AGAINST EZ TALK
COMMUNICATIONS, LLC FOR
VIOLATIONS OF TENN. CODE ANN.
§ 65-4-125 AND TENN. RULES & REGS.
1220-4-2-.56**

**DOCKET NO.
03-00632**

**AFFIDAVIT OF JOHN CONNERS IN SUPPORT OF ALLEGATIONS OF
VIOLATIONS OF TENN. CODE ANN. § 65-4-125 AND TENN. RULES & REGS.
1220-4-2-.56 PURSUANT TO A PROCEEDING REQUIRING EZ TALK
COMMUNICATIONS, LLC TO SHOW CAUSE WHY AN ORDER REVOKING ITS
RESELLER CERTIFICATE AND/OR IMPOSING A FINE SHOULD NOT ISSUE**

I, John Connors, being first duly sworn upon oath, do hereby state as follows:

1. I have personal knowledge of the facts stated herein.
2. I am employed by the State of Tennessee in the capacity of investigator for the Consumer Services and External Affairs Division ("CSD") of the Tennessee Regulatory Authority ("Authority" or "TRA").
3. As an investigator for the Tennessee Regulatory Authority, my duties include investigating complaints consumers allege against telecommunications service providers.
4. I am submitting this affidavit in support of allegations of violations of Tenn. Code Ann. § 65-4-125 and Tenn. Rules & Regs. 1220-4-2-.56 pursuant to a show cause proceeding in TRA Docket No. 03-00632.
5. Beginning in October 2003, the Authority has received, through its Consumer Services and External Affairs Division, approximately seventy-six (76) consumer complaints

from customers of Delta Phones, Inc. ("Delta Phones"), a reseller of local exchange telecommunications services.

6. In October 2003, customers of Delta Phones began filing complaints with the TRA alleging that their prepaid telephone service provided by Delta Phones had been terminated during September 2003 without notice.

7. Because BellSouth Telecommunications, Inc. ("BellSouth") had notified the Authority that service to Delta Phones would be terminated as of September 4, 2003, it became apparent to me that another telephone service provider was providing service to Delta Phones customers between the time that BellSouth terminated service to Delta Phones on September 4, 2003 and those complainants experienced a loss of telephone service after that date.

8. During my investigation, a Delta Phones dealer, Kandy Littrell of Highway 64 Trader, 1000 W. Gaines Street, Lawrenceburg, TN 38464, reported to me that she learned from Delta Phones' representatives that her Delta Phones customers' local telephone service had been switched from Delta Phones to another company, EZ Talk Communications, LLC ("EZ Talk"). On October 22, 2003, she provided me with a copy of internet correspondence from Chiara Nash of Delta Phones dated September 29, 2003, that read, "I went through your accts and they have all been converted to eztalk..."

9. On October 22, 2003, Delta Phones Dealer Kandy Littrell provided me with a copy of additional internet correspondence from Chiara Nash of Delta Phones dated September 29, 2003, that read, "I am going to Fax you 2 forms LOA – Letters of Authorization – if you will get the custs to sign both forms (this is something we should have done when we converted the custs to EZTalk) – fax them back to us and we can have proof that the custs authorized us to convert to a diff platform..."

10. Attached to this affidavit are copies of the internet correspondence from Chiara Nash to Kandy Littrell dated September 29, 2003, which were provided to me by Kandy Littrell on October 22, 2003.

11. I certify that these documents are true and accurate copies of the original copies of the internet correspondence provided to me by Kandy Littrell. The original copies are currently on file in the Consumer Services and External Affairs Division at the Tennessee Regulatory Authority.

12. A Delta Phones dealer, Paul Crews of Video Villa, 1131 N. Main Street, Mt. Pleasant, TN, provided me with a sworn statement that read "After my customers were cutoff I contacted Bell South and was told that their service was with EZ Talk, not Delta. That was the first time I heard of EZ Talk."

13. Attached to this affidavit is a copy of the sworn statement of Paul Crews dated October 20, 2003.

14. I certify that this document is a true and accurate copy of the sworn statement of Paul Crews dated October 20, 2003. The original statement is currently on file in the Consumer Services and External Affairs Division at the Tennessee Regulatory Authority.

15. As part of the continuing investigation, the CSD subpoenaed from BellSouth records for the period from December 1, 2002 through October 15, 2003 which demonstrated the switching of Delta Phones customers to another provider.

16. The records produced by BellSouth demonstrated that a vast majority of Delta Phones customers were migrated from Delta Phones over a two-day period. The records reveal that 881 Delta Phones customers were switched to another telephone service provider on July 8, 2003 and that 1,232 Delta Phones customers were switched to another telephone service provider

on July 9, 2003, with additional Delta Phones customers being switched around those dates as well.

17. As part of my investigation, I compared the list of Delta Phones customers who had been migrated to another telephone service provider with the list of Delta Phones customers who had filed complaints at that time with the TRA regarding termination of their telephone service, and determined that thirty-six (36) of the complainants had their telephone service switched from Delta Phones to EZ Talk. Most of the complainants had their telephone service switched between July 8, 2003 and July 10, 2003.

18. I contacted these complainants by a letter and asked them whether they had authorized the switching of their telephone service from Delta Phones to EZ Talk. Twenty-seven (27) complainants responded. Of these respondents, twenty-one (21) complainants stated they had not authorized the switching of their telephone service from Delta Phones to EZ Talk:

A. Ms. Sheryl Sanders, 517 Glass Street, Mt. Pleasant, TN 38474 (File No. 03-1835), filed a statement dated November 15, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-9169 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

B. Ms. Karen Hogan Schuelke, 505 7th Street, Lawrenceburg, TN 38464 (File No. 03-1891), filed a statement dated November 14, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-762-3487 from Delta Phones to EZ Talk. BellSouth records indicate

her local telephone service was switched from Delta Phones to EZ Talk on July 10, 2003 and was provided by EZ Talk through October 16, 2003, for a total of ninety-nine (99) days of unauthorized local telephone service.

C. Mr. James P. Morton, 147 Scotttown Road, Mt. Pleasant, TN 38474 (File No. 03-1816), filed a statement dated November 15, 2003 with the Authority on November 18, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-379-3639 from Delta Phones to EZ Talk. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

D. Ms. Miescha White, 514 Carpenter Street, Mt. Pleasant, TN 38474 (File No. 03-1811), filed a statement dated November 14, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-3435 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 13, 2003, for a total of ninety-eight (98) days of unauthorized local telephone service.

E. Ms. Linda Lentini, 9456 Elk Ridge Road, Mt. Pleasant, TN 38474 (File No. 03-1823), filed a statement dated November 15, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-4289 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was

provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

F. Ms. Donna Counts, P.O. Box 2, Mt. Pleasant, TN 38474 (File No. 03-1820), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-0083 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 7, 2003, for a total of ninety-one (91) days of unauthorized local telephone service.

G. Ms. Ella Medley, 405 Oak Street, Apt. F-37, Lawrenceburg, TN 38464 (File No. 03-1846), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-766-3921 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

H. Mr. Clayton Hadley, 924 Hart Street, Gallatin, TN 37066 (File No. 03-1912), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 615-230-9895 from Delta Phones to EZ Talk. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

I. Mr. Eddie North, 590 Meadow Street, Apt. 7, Harrogate, TN 37752 (File No. 03-1799), filed a statement dated November 17, 2003 with the Authority on November 19, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 423-869-2859 from Delta Phones to EZ Talk. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

J. Mr. Ronald W. Jenkins, 818 E. 3rd N. Street Apt. 2, Morristown, TN 37814 (File No. 03-1790), filed a statement dated November 17, 2003 with the Authority on November 19, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 423-317-8298 from Delta Phones to EZ Talk. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 10, 2003, for a total of ninety-four (94) days of unauthorized local telephone service.

K. Ms. Carolyn Burk, 118 Thomas Circle, Mt. Pleasant, TN 38474 (File No. 03-1827), filed a statement dated November 20, 2003 with the Authority on November 24, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-1282 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety-one (91) days of unauthorized local telephone service.

L. Ms. Lakeysha Carter, 6331 Pleasant Ridge Road #4101, Knoxville, TN 37921 (File No. 03-1789), filed a statement dated November 20, 2003 with the Authority on November

24, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 865-525-8023 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 16, 2003, for a total of one hundred and one (101) days of unauthorized local telephone service.

M. Ms. Sandra Crews, 1704 Hancock Road, Jasper, TN 37347 (File No. 03-1766), filed a statement dated November 22, 2003 with the Authority on December 1, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 423-942-8979 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

N. Ms. Cathy Luke, 1841 Mack Benderman Road, Culleoka, TN 38451 (File No. 03-1824), filed a statement dated November 15, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-4926 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 13, 2003, for a total of ninety-eight (98) days of unauthorized local telephone service.

O. Ms. Sally Peery, 128 Andreea Street, Portland, TN 37148 (File No. 03-1791), filed a statement dated November 14, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 615-325-5231 from Delta Phones to EZ Talk. BellSouth records indicate her local

telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety (90) days of unauthorized local telephone service.

P. Ms. Debbie Sanders, 173 H. Sanders Road, Summertown, TN 38483 (File No. 03-1842), filed a statement dated November 20, 2003 with the Authority on December 2, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-964-4765 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 17, 2003, for a total of one hundred and two (102) days of unauthorized local telephone service.

Q. Mr. Buford Scott, Jr., 189 Highway 20, Summertown, TN 38483 (File No. 03-1826), filed a statement dated November 14, 2003 with the Authority on November 20, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-964-2435 from Delta Phones to EZ Talk. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

R. Ms. Lisa Kay Travis, 3947 Cathey's Creek Road, Hampshire, TN 38461 (File No. 03-1809), filed a statement dated November 14, 2003 with the Authority on November 19, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-285-2586 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was

provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

S. Mr. Ronnie Wilson, 119 Alexander Springs Road, Summertown, TN 38474 (File No. 03-1812), filed a statement dated November 20, 2003 with the Authority on November 21, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-964-4372 from Delta Phones to EZ Talk. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

T. Ms. Nakiya Lacy, 4860 Reece Church Road, Columbia, TN 38401 (File No. 03-1822), filed a statement dated November 13, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-380-2388 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety (90) days of unauthorized local telephone service.

U. Ms. Denvy L. Cook, 407 Carpenter Street, Mt. Pleasant, TN 38474 (File No. 03-1840), filed a statement dated November 14, 2003 with the Authority, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-0624 from Delta Phones to EZ Talk. BellSouth records indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

19. Attached to this affidavit are copies of the written statements of these twenty-one (21) complainants.

20. I certify that these documents are true and accurate copies of the original written statements submitted by these complainants to the Consumer Services and External Affairs Division of the TRA. Originals of these twenty-one (21) written statements are currently on file in the Consumer Services and External Affairs Division at the Tennessee Regulatory Authority.

FURTHER AFFIANT SAITH NOT.


John Connors

Sworn and subscribed before me this 17th day of December, 2003.


Notary Public

My Commission Expires:

November 26, 2005

HWY 64 TRADER
1000 W. Gaines St.
Lawrenceburg, TN 38464
931 762-8101



RECEIVED
CONSUMER SERVICE DIVISION

OCT 22 2003

TN REGULATORY AUTHORITY

Message Center

To: Kandy Littrell DLR# 937
From: Chiara Nash
Subject: ALL EZTALK

Sent: 2003-09-29 17:11:41
Modified: 20030929194340

I went through your accts and they have all be converted to eztalk- i thought that all the dlr's knew when we had to process under their platform when bellsouth locked us out of the system- well the way you can tell is when ever you see dp or dp0000 in front of the pon num that is how we distinguish the eztalk accts - sorry about all of this but i really did want you to know before an angry cust showed up- the fax is tied up so i will have to fax you those forms in the morning- thanks



HWY 64 TRADER
1000 W. Gaines St.
Lawrenceburg, TN 38464
931 762-8101

HWY 64 TRADER
1000 W. Gaines St.
Lawrenceburg, TN 38464
931 762-8101



RECEIVED
CONSUMER Page 1 of 1
OCT 22 2003
TN REGULATORY AUTHORITY

Message Center

To: Kandy Littrell DLR# 937
From: Chiara Nash
Subject: Bell south At it again

Sent: 2003-09-29 16:49:53
Modified: 20030929194251

I just wanted to let you know that BellSouth is at it again- they are cutting off custs in tennessee- I just wanted to give you the heads up- I am going to Fax you 2 forms LOA- Letters Of Authorization- if you will get the custs to sign both forms (this is something we should have done when we converted the custs to ESTalk)- fax them back to us and we can have proof that the custs authorized us to convert to a diff platform- we are going to be able to process by Wednesday so we can get the custs back on but for now we are having to send a spreadsheet to our chicago office to be processed- sorry about this but i just found out about 10 mins ago and i just thought of you and decided to send you a note to give you a heads up- thanks knash



[Handwritten signatures and initials]

HWY 64 TRADER
1000 W. Gaines St.
Lawrenceburg, TN 38464
931 762-8101

I Paul Crews, owner of Video Villa in Mt. Pleasant, Tennessee have been a Delta dealer since July 1 2002. The address is 1131 N. Main. My phone no is 931-379-5268.

~~My~~ Delta customers would come to my store to make their payments.

On Sept. 30 2003 customers starting coming in and calling to report that their phones had been disconnected. A few minutes later I received a e-mail from Delta phone stating that Bell South unexpectedly shut off a number of Delta Phones customers.

* E mail attached titled Message Center dated 2003-09-30*
* Second copy of e-mail printed on 10-20-03 has The Big Phone logo.*

Up to this day (10-20-2003) I have yet been notified ^{by Delta} to quit taking payments or that customers would not be turned back on. After 9:30:2003 I decided on my own to quit taking payments until phones were cut back on.

I have always dealt with Delta phones, ~~not~~ not Big Phones or EZ Jacks. My contact with them was either by computer or phone.

I was never notified by Delta that Delta phone customers would lose their service.

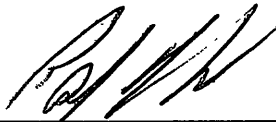
I was notified by Delta customer service about mid Sept. 2003 that Oct. 1st Big Phone was going to take over Delta Phone. After 9-30-2003 I was told that customers who stayed with Big Phone ~~would~~ would get some free service or some free long distance to make up to them for being cut off by Bell South. I was told that Big Phone would be a better company to work with than Delta Phones had been in the past.

When my customers notified me that their service had been ~~cut~~ cut off I notified Delta Phones on each customer.

I have attached 3 pages of Sept. billing showing the dates my Delta phone customers paid their bills to Delta Phone in Sept. 2003.

After my customers were cut off I contacted Bell South and was told their service was with EZ Talk not Delta. That was the first time I heard of EZ Talk.

THE PRECEDING ATTACHED STATEMENT CONSISTING OF 2, two
PAGES IS TRUE AND ACCURATE TO THE BEST OF MY KNOWLEDGE AND
BELIEF.



SIGNATURE

PAUL T CREWS
(Print Name)

1131 N Main St
Address

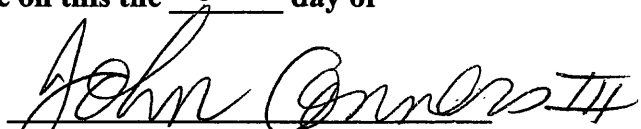
My Pleasant Ln 38474

931-379-5268
Phone

STATE OF TENNESSEE)

COUNTY OF MAURY)

Sworn to and subscribed before me on this the 20 day of
October, 2003.


John Connors, Notary Public

My commission Expires: 10-11-06

Printed on 9-30-03
with Delta

Message Center

To: **Paul Crews DLR# 1536**
From: **Debbie Tolbert**
Subject **BellSouth Customer Disconnect**

Sent: **2003-09-30 12:16:32**
Modified: **20030930153436**

Sent to Dealers

Dear Valued Dealer:

BellSouth has unexpectedly shut off a number of Delta Phones customers. We learned about this yesterday afternoon and immediately began working on a method of getting everyone back up as quickly as possible.

This action completely contradicts what BellSouth representatives told us in our recent communications with them. We were in the process of working through an assortment of issues when we were informed of the shut offs.

The action is in gross violation of the regulations that require Regional Bell Operating Companies to provide notice before shutting off customers. Neither we, nor the customers received notice that the shut offs were going to take place.

We are submitting orders to reconnect everyone, and are responding to dealer inquiries. We expect to have all of your customers reconnected by Monday, October 6.

Dealers, thank you for your help in communicating this message to your customers, and for your continued loyalty as we pursue our right to service our customers.

Steve Doblin
Vice President of Sales

[Back](#) [Reply](#) [Forward](#) [Delete](#)

Printed 10-20-03



Message Center

To: **Paul Crews DLR# 1536**

Sent: **2003-09-30 12:16:32**

From: **Debbie Tolbert**

Modified: **20030930153436**

Subject **BellSouth Customer Disconnect**

Sent to Dealers

Dear Valued Dealer:

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Dealers, thank you for your help in communicating this message to your customers, and for your continued loyalty as we pursue our right to service our customers.

Steve Dohlin
Vice President of Sales

[Back](#) [Reply](#) [Forward](#) [Delete](#)



Commission Report

Period: 09-2003

Location: 1536 - Video Villa/P. Crews

ID	Date	Customer	Description	Total	Commission
826008	2003-09-10	ARMSTRONG, FANNIE	RESIDENTIAL LINE	39.95	9.99
830400	2003-09-16	BAILEY, TIFFANY	RESIDENTIAL LINE	39.95	9.99
823857	2003-09-08	BLANKENSHIP, MARY	RESIDENTIAL LINE	39.95	9.99
836121	2003-09-23	BROWN, ERIC	RESIDENTIAL LINE	79.90	19.98
836121	2003-09-23	BROWN, ERIC	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
823810	2003-09-08	BURK, CAROLYN	RESIDENTIAL LINE	39.95	9.99
823810	2003-09-08	BURK, CAROLYN	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
837347	2003-09-24	CANNON, CAROLYN	RESIDENTIAL LINE	39.95	9.99
824395	2003-09-09	COOK, DENVY	RESIDENTIAL LINE	39.95	9.99
824534	2003-09-09	COUNTS, DONNA	RESIDENTIAL LINE	39.95	9.99
828442	2003-09-13	FRANCIS, KRISTIE ALENE	RESIDENTIAL LINE	39.95	9.99
837389	2003-09-24	GRANTHAM, WILLIAM	RESIDENTIAL LINE	39.95	9.99

837389	2003-09-24	GRANTHAM, WILLIAM	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
836007	2003-09-23	HERNANDEZ, RODOLFO	RESIDENTIAL LINE	39.95	9.99
818943	2003-09-04	HIMES, MARTHA	RESIDENTIAL LINE	39.95	9.99
830518	2003-09-16	HOBBS, ELAINE	RESIDENTIAL LINE	39.95	9.99
816835	2003-09-02	KENNEDY, JOHNNY	RESIDENTIAL LINE	39.95	9.99
835506	2003-09-22	KRISTIE ALENE FRANCIS	RESIDENTIAL LINE	-39.95	-9.99
822671	2003-09-06	LACY, NAKIYA	RESIDENTIAL LINE	39.95	9.99
829486	2003-09-16	LENTINI, LINDA	RESIDENTIAL LINE	39.95	9.99
835918	2003-09-23	LUTTRELL, PATRICIA	RESIDENTIAL LINE	39.95	9.99
835918	2003-09-23	LUTTRELL, PATRICIA	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
822926	2003-09-06	MATTHEWS, DAISY	RESIDENTIAL LINE	39.95	9.99
832789	2003-09-19	MORTON, JAMES	RESIDENTIAL LINE	39.95	9.99
819645	2003-09-04	MOSLEY, SUSIE	RESIDENTIAL LINE	39.95	9.99
824876	2003-09-09	OLIVER, TAMMY	RESIDENTIAL LINE	39.95	9.99
833330	2003-09-19	PATTERSON, SHARON	RESIDENTIAL LINE	39.95	9.99
836485	2003-09-23	PRITCHARD, MARVALENA	RESIDENTIAL LINE	39.95	9.99
835884	2003-09-23	SANDERS, DEBBIE	RESIDENTIAL LINE	39.95	9.99

838786	2003-09-26	SANDERS, SHERYL	RESIDENTIAL LINE	39.95	9.99
825794	2003-09-10	SCOTT, BUFORD	RESIDENTIAL LINE	39.95	9.99
827537	2003-09-12	SIMS, JOHNNY	RESIDENTIAL LINE	39.95	9.99
837037	2003-09-24	STRAYHORN, ROBIN	RESIDENTIAL LINE	39.95	9.99
837037	2003-09-24	STRAYHORN, ROBIN	UNPUBLISHED NUMBER	5.00	1.25
822707	2003-09-06	TRAVIS, JASON	RESIDENTIAL LINE	39.95	9.99
835755	2003-09-23	TRAVIS, LISA	RESIDENTIAL LINE	39.95	9.99
835755	2003-09-23	TRAVIS, LISA	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
834366	2003-09-20	VANOVER, PAUL	RESIDENTIAL LINE	39.95	9.99
834366	2003-09-20	VANOVER, PAUL	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
837003	2003-09-24	WHITE, MIESCHA	RESIDENTIAL LINE	39.95	9.99
837003	2003-09-24	WHITE, MIESCHA	CREDIT - ACCOUNT MAINT FEE	0.00	0.00
827419	2003-09-12	WILSON, RONNIE	RESIDENTIAL LINE	39.95	9.99
829747	2003-09-16	WISEMAN, CYNTHIA	RESIDENTIAL LINE	39.95	9.99
TOTALS:				1363.30	340.91

STATEMENT OF: Ms. Sheryl Sanders

File No. 03-1835

Phone No. 931-379-9169

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-9169 from Delta Phones to EZ Talk.

X I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-9169 from Delta Phones to EZ Talk.

Sheryl Sanders
Please sign

SHERYL SANDERS
Print Name

11/15/03
Date

931-379-9169 (home)
931-540-0392 (work)
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 18 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Karen Hogan

File No. 03-1891
Phone No. 931-762-3487

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-762-3487 from Delta Phones to EZ Talk.

XX

I NEVER authorized any person or company to switch my local service for my telephone number of 931-762-3487 from Delta Phones to EZ Talk.

Karen Hogan Schuelke
Please sign

KAREN HOGAN SCHUELKE
Print Name

11-14-03
Date

931-762-3487 ^{Home} or
Contact Phone Number

931-762-7518 WORK.
(I now use my married name of Schuelke if you need to contact me at work.)

RECEIVED
CONSUMER SERVICES DIVISION

NOV 18 2003

TN REGULATORY AUTHORITY

Thank-you
for your help!

STATEMENT OF: Mr. James Morton

File No. 03-1816
Phone No. 931-379-3639

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-3639 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-3639 from Delta Phones to EZ Talk.

James P. Morton
Please sign

James P. Morton
Print Name

11/15/2003
Date

(931)-379-3639
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION

NOV 18 2003

TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Miescha White

File No. 03-1811
Phone No. 931-379-3435

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-3435 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-3435 from Delta Phones to EZ Talk.

Miescha White
Please sign

Miescha White
Print Name

11/14/03
Date

931-379-3435
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 18 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Linda Lentini

File No. 03-1823
Phone No. 931-379-4289

RECEIVED
SERVICES

NOV 17 2003

REGULATORY AUTH

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-4289 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-4289 from Delta Phones to EZ Talk.

Linda Lentini

Please sign

Linda Lentini

Print Name

11-15-03

Date

931-379-4289

Contact Phone Number

STATEMENT OF: Ms. Donna Counts

File No. 03-1820
Phone No. 931-379-0083

RECEIVED
REGISTRATION SERVICE

NOV 17 2003

REGULATORY AUTHORITY

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-0083 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-0083 from Delta Phones to EZ Talk.

Donna Counts
Please sign

Donna Counts
Print Name

11-14-03
Date

931-379-0533
Contact Phone Number

STATEMENT OF: Ms. Ella Medley

File No. 03-1846
Phone No. 931-766-3921

RECEIVED
COMMUNITY SERVICES DIV.

NOV 17 2003

TN REGULATORY AUTHORITY

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

☐ I authorized _____ to switch my local service for my telephone number of 931-766-3921 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-766-3921 from Delta Phones to EZ Talk.

Ella Medley
Please sign

Ella Medley
Print Name

11/14/03
Date

931-762-9958
Contact Phone Number

STATEMENT OF: Mr. Clayton Hadley

File No. 03-1912
Phone No. 615-230-9895

RECEIVED
CONSUMER SERVICES DIVISION
NOV 17 2003
TN REGULATORY AUTHORITY

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 615-230-9895 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 615-230-9895 from Delta Phones to EZ Talk.

Clayton Hadley
Please sign

Clayton Hadley
Print Name

11/14/03
Date

(615) 230-9895
Contact Phone Number

P.S. My Phone service was never reactivated until I went to Tennessee phone connect.

STATEMENT OF: Mr. Eddie North

File No. 03-1799
Phone No. 423-869-2859

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 423-869-2859 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 423-869-2859 from Delta Phones to EZ Talk.

Eddie North
Please sign

Eddie North
Print Name

11-17-03
Date

(423) 869-2859
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 19 2003

TN REGULATORY AUTHORITY

STATEMENT OF: Mr. Ronald Jenkins

File No. 03-1790
Phone No. 423-317-8298

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 423-317-8298 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 423-317-8298 from Delta Phones to EZ Talk.

Ronald W. Jenkins
Please sign

RONALD W. JENKINS
Print Name

11-17-03
Date

423-317-8298
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 19 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Carolyn Burk

File No. 03-1827

Phone No. 931-379-1282

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-1282 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-1282 from Delta Phones to EZ Talk.

New Address
1689-40 North Main St.
Columbia, TN 38401

Carolyn Burk
Please sign

Carolyn Burk
Print Name

11/20/03
Date

931-379-0977
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIV.
NOV 24 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Lakeysha Carter

File No. 03-1789
Phone No. 865-525-8023

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

I authorized _____ to switch my local service for my telephone number of 865-525-8023 from Delta Phones to EZ Talk.

✓ I NEVER authorized any person or company to switch my local service for my telephone number of 865-525-8023 from Delta Phones to EZ Talk.

Lakaysha Carter
Please sign

LaKeysha Carter
Print Name

11-20-03
Date

(865) 525-8023
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION

NOV 24 2003

TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Sandra Crews

File No. 03-1766

Phone No. 423-942-8979

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 423-942-8979 from Delta Phones to EZ Talk.

X I NEVER authorized any person or company to switch my local service for my telephone number of 423-942-8979 from Delta Phones to EZ Talk.

Sandra Crews

Please sign

SANDRA CREWS

Print Name

11-22-03

Date

423-942-1375^H or 5513wk

Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
DEC 01 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Cathy Luke

File No. 03-1824

Phone No. 931-379-4926

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-4926 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-4926 from Delta Phones to EZ Talk.

This is the first I
ever heard of EZ talk
they just cut my phone
off without no notice.
P.L.

Cathy Luke
Please sign

Cathy Luke
Print Name

11-15-03
Date

931-379-4926
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 20 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Sally Perry

File No. 03-1791
Phone No. 615-325-5231

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 615-325-5231 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 615-325-5231 from Delta Phones to EZ Talk.

Sally Perry
Please sign

Sally Perry
Print Name

11-14-03
Date

325-5231 or 325-1394(work)
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION

NOV 20 2003

TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Debbie Sanders

File No. 03-1842
Phone No. 931-964-4765

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-964-4765 from Delta Phones to EZ Talk.

X I NEVER authorized any person or company to switch my local service for my telephone number of 931-964-4765 from Delta Phones to EZ Talk.

Debbie Sanders
Please sign

Debbie Sanders
Print Name

11-20-03
Date

931-766-9799
Contact Phone Number

Daytime (WORK)
Home 931-964-4765

RECEIVED
CONSUMER SERVICES DIVISION

DEC 02 2003

TN REGULATORY AUTHORITY

STATEMENT OF: Mr. Buford Scott, Jr.

File No. 03-1826

Phone No. 931-964-2435

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-964-2435 from Delta Phones to EZ Talk.

X I NEVER authorized any person or company to switch my local service for my telephone number of 931-964-2435 from Delta Phones to EZ Talk.

Buford D Scott Jr
Please sign

Buford Scott Jr.
Print Name

11-14-03
Date

931-706-2074
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 20 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Lisa Travis

File No. 03-1809

Phone No. 931-285-2586

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-285-2586 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-285-2586 from Delta Phones to EZ Talk.

Lisa Kay Travis
Please sign

Lisa Kay Travis
Print Name

11-14-03
Date

(931) 285-2759
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION

NOV 20 2003

TN REGULATORY AUTHORITY

STATEMENT OF: Mr. Ronnie Wilson

File No. 03-1812

Phone No. 931-964-4372

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-964-4372 from Delta Phones to EZ Talk.

X I NEVER authorized any person or company to switch my local service for my telephone number of 931-964-4372 from Delta Phones to EZ Talk.

Ronnie Wilson
Please sign

Ronnie Wilson
Print Name

11-20-03
Date

931-628-0767
Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION
NOV 21 2003
TN REGULATORY AUTHORITY

STATEMENT OF: Ms. Kakiya Lacy

File No. 03-1822

Phone No. 931-380-2388

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-380-2388 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-380-2388 from Delta Phones to EZ Talk.

Please sign

Print Name

Date

Contact Phone Number

RECEIVED
CONSUMER SERVICES DIVISION

NOV 20 2003

TN REGULATORY AUTHORITY

STATEMENT OF: ^{MS.} ~~Mr.~~ Denvy Cook

File No. 03-1840
Phone No. 931-379-0624

To Whom It May Concern:

(Please check and complete the statement below that applies to your situation)

_____ I authorized _____ to switch my local service for my telephone number of 931-379-0624 from Delta Phones to EZ Talk.

☒ I NEVER authorized any person or company to switch my local service for my telephone number of 931-379-0624 from Delta Phones to EZ Talk.

Denvy L. Cook
Please sign

Denvy L. Cook
Print Name

11-14-03
Date
Brittney Davis (sister-in-law)
379-5720 (after 5:00)
Contact Phone Number

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

IN RE:)	
)	
SHOW CAUSE PROCEEDING)	DOCKET NO.
AGAINST EZ TALK)	03-00632
COMMUNICATIONS, LLC FOR)	
VIOLATIONS OF TENN. CODE ANN.)	
§ 65-4-125 AND TENN. RULES & REGS.)	
1220-4-2-.56)	

**AFFIDAVIT OF DR. EDDIE ROBERSON IN SUPPORT OF ALLEGATIONS OF
VIOLATIONS OF TENN. CODE ANN. § 65-4-125 AND TENN. RULES & REGS.
1220-4-2-.56 PURSUANT TO A PROCEEDING REQUIRING EZ TALK
COMMUNICATIONS, LLC TO SHOW CAUSE WHY AN ORDER REVOKING ITS
RESELLER CERTIFICATE AND/OR IMPOSING A FINE SHOULD NOT ISSUE**

I, Dr. Eddie Roberson, being first duly sworn upon oath, do hereby state as follows:

1. I have personal knowledge of the facts stated herein.
2. I am employed by the State of Tennessee in the capacity of Chief of the Consumer Services and External Affairs Division (“CSD”) of the Tennessee Regulatory Authority (“Authority” or “TRA”).
3. As Chief of the Consumer Services and External Affairs Division of the Tennessee Regulatory Authority, my duties include investigating complaints consumers allege against telecommunications service providers.
4. I am submitting this affidavit in support of allegations of violations of Tenn. Code Ann. § 65-4-125 and Tenn. Rules & Regs. 1220-4-2-.56 pursuant to a show cause proceeding in TRA Docket No. 03-00632.

5. In October 2003, customers of Delta Phones, Inc. ("Delta Phones") began filing complaints with the TRA alleging that their prepaid telephone service provided by Delta Phones had been terminated during September 2003 without notice.

6. As part of the continuing investigation of the complaints against Delta Phones, the CSD subpoenaed from BellSouth Telecommunications, Inc. ("BellSouth") records for the period from December 1, 2002 through October 15, 2003 which demonstrated the switching of Delta Phones customers to another provider.

7. The records produced by BellSouth demonstrated that a vast majority of Delta Phones customers were migrated from Delta Phones over a two-day period. The records reveal that 881 Delta Phones customers were switched to another telephone service provider on July 8, 2003 and that 1,232 Delta Phones customers were switched to another telephone service provider on July 9, 2003, with additional Delta Phones customers being switched around those dates as well.

8. As part of the investigation, I reviewed the comparison of the list of Delta Phones customers who had been migrated to another telephone service provider with the list of Delta Phones customers who had filed complaints with the TRA regarding termination of their telephone service, and determined that thirty-six (36) of the complainants had their telephone service switched from Delta Phones to EZ Talk. Most of the complainants had their telephone service switched between July 8, 2003 and July 10, 2003.

9. Twenty-one (21) complainants have filed written statements with the TRA stating they did not authorize the switching of their telephone service from Delta Phones to EZ Talk.

10. On December 16, 2003, in response to a subpoena, BellSouth provided records indicating the history of the local service providers for the twenty-one (21) complainants for the

period of July 1, 2003 through October 15, 2003. Bases upon a review of these records, I determined the number of days that EZ Talk provided each of the twenty-one (21) complainants with unauthorized telephone service.

11. Attached to this affidavit is the history of the local service providers for the complainants for the period of July 1, 2003 through October 15, 2003 produced by BellSouth.

12. I certify that this document is a true and accurate copy of the history of the local service providers for the complainants for the period of July 1, 2003 through October 15, 2003 provided by BellSouth to the Consumer Services and External Affairs Division of the TRA. The original document is currently on file in the Consumer Services and External Affairs Division at the Tennessee Regulatory Authority.

13. After further review of records produced by BellSouth, I determined that the records showed the mechanized requests to migrate these twenty-one (21) complainants from Delta Phones to EZ Talk came from EZ Talk.

14. Attached to this affidavit is a table showing the specific information on the switching of local service from Delta Phones to EZ Talk for these twenty-one (21) complainants. The information in this table was extracted by me from the voluminous records provided by BellSouth.

15. I certify that this document is a true and accurate summary of the information for these twenty-one (21) complainants extracted from the original records that were provided by BellSouth to the Consumer Services and External Affairs Division of the TRA. Original copies of the complete BellSouth records are currently on file in the Consumer Services and External Affairs Division at the Tennessee Regulatory Authority.

16. Based upon the records I have reviewed, including the statements of the twenty-one (21) complainants verifying that they did not authorize the switching of their telephone service from Delta Phones to EZ Talk, I submit the following in support of allegations of violations of Tenn. Code Ann. § 65-4-125 and Tenn. Rules & Regs. 1220-4-2-.56::

A. Ms. Sheryl Sanders, 517 Glass Street, Mt. Pleasant, TN 38474 (File No. 03-1835), filed a statement dated November 15, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-9169 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate that her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and that service was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

B. Ms. Karen Hogan Schuelke, 505 7th Street, Lawrenceburg, TN 38464 (File No. 03-1891), filed a statement dated November 14, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-762-3487 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 10, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 10, 2003 and was provided by EZ Talk through October 16, 2003, for a total of ninety-nine (99) days of unauthorized local telephone service.

C. Mr. James P. Morton, 147 Scotttown Road, Mt. Pleasant, TN 38474 (File No. 03-1816), filed a statement dated November 15, 2003 with the Authority on November 18, 2003,

alleging that he never authorized any person or company to switch his local service for his telephone number of 931-379-3639 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

D. Ms. Miescha White, 514 Carpenter Street, Mt. Pleasant, TN 38474 (File No. 03-1811), filed a statement dated November 14, 2003 with the Authority on November 18, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-3435 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 13, 2003, for a total of ninety-eight (98) days of unauthorized local telephone service.

E. Ms. Linda Lentini, 9456 Elk Ridge Road, Mt. Pleasant, TN 38474 (File No. 03-1823), filed a statement dated November 15, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-4289 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

F. Ms. Donna Counts, P.O. Box 2, Mt. Pleasant, TN 38474 (File No. 03-1820), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-0083 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 7, 2003, for a total of ninety-one (91) days of unauthorized local telephone service.

G. Ms. Ella Medley, 405 Oak Street, Apt. F-37, Lawrenceburg, TN 38464 (File No. 03-1846), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-766-3921 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

H. Mr. Clayton Hadley, 924 Hart Street, Gallatin, TN 37066 (File No. 03-1912), filed a statement dated November 14, 2003 with the Authority on November 17, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 615-230-9895 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate his local telephone service was switched from Delta

Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

I. Mr. Eddie North, 590 Meadow Street, Apt. 7, Harrogate, TN 37752 (File No. 03-1799), filed a statement dated November 17, 2003 with the Authority on November 19, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 423-869-2859 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

J. Mr. Ronald W. Jenkins, 818 E. 3rd N. Street Apt. 2, Morristown, TN 37814 (File No. 03-1790), filed a statement dated November 17, 2003 with the Authority on November 19, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 423-317-8298 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records indicate his local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 10, 2003, for a total of ninety-four (94) days of unauthorized local telephone service.

K. Ms. Carolyn Burk, 118 Thomas Circle, Mt. Pleasant, TN 38474 (File No. 03-1827), filed a statement dated November 20, 2003 with the Authority on November 24, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-1282 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came

from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety-one (91) days of unauthorized local telephone service.

L. Ms. Lakeysha Carter, 6331 Pleasant Ridge Road #4101, Knoxville, TN 37921 (File No. 03-1789), filed a statement dated November 20, 2003 with the Authority on November 24, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 865-525-8023 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 16, 2003, for a total of one hundred and one (101) days of unauthorized local telephone service.

M. Ms. Sandra Crews, 1704 Hancock Road, Jasper, TN 37347 (File No. 03-1766), filed a statement dated November 22, 2003 with the Authority on December 1, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 423-942-8979 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

N. Ms. Cathy Luke, 1841 Mack Benderman Road, Culleoka, TN 38451 (File No. 03-1824), filed a statement dated November 15, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her

telephone number of 931-379-4926 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 13, 2003, for a total of ninety-eight (98) days of unauthorized local telephone service.

O. Ms. Sally Peery, 128 Andreea Street, Portland, TN 37148 (File No. 03-1791), filed a statement dated November 14, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 615-325-5231 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety (90) days of unauthorized local telephone service.

P. Ms. Debbie Sanders, 173 H. Sanders Road, Summertown, TN 38483 (File No. 03-1842), filed a statement dated November 20, 2003 with the Authority on December 2, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-964-4765 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through October 17, 2003, for a total of one hundred and two (102) days of unauthorized local telephone service.

Q. Mr. Buford Scott, Jr., 189 Highway 20, Summertown, TN 38483 (File No. 03-1826), filed a statement dated November 14, 2003 with the Authority on November 20, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-964-2435 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate his local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-five (65) days of unauthorized local telephone service.

R. Ms. Lisa Kay Travis, 3947 Cathey's Creek Road, Hampshire, TN 38461 (File No. 03-1809), filed a statement dated November 14, 2003 with the Authority on November 19, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-285-2586 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

S. Mr. Ronnie Wilson, 119 Alexander Springs Road, Summertown, TN 38474 (File No. 03-1812), filed a statement dated November 20, 2003 with the Authority on November 21, 2003, alleging that he never authorized any person or company to switch his local service for his telephone number of 931-964-4372 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate his telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate his local telephone service was

switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

T. Ms. Nakiya Lacy, 4860 Reece Church Road, Columbia, TN 38401 (File No. 03-1822), filed a statement dated November 13, 2003 with the Authority on November 20, 2003, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-380-2388 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 9, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 9, 2003 and was provided by EZ Talk through October 6, 2003, for a total of ninety (90) days of unauthorized local telephone service.

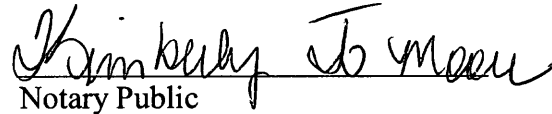
U. Ms. Denvy L. Cook, 407 Carpenter Street, Mt. Pleasant, TN 38474 (File No. 03-1840), filed a statement dated November 14, 2003 with the Authority, alleging that she never authorized any person or company to switch her local service for her telephone number of 931-379-0624 from Delta Phones to EZ Talk. BellSouth records indicate the mechanized request to migrate her telephone service from Delta Phones to EZ Talk came from EZ Talk on July 8, 2003. BellSouth records also indicate her local telephone service was switched from Delta Phones to EZ Talk on July 8, 2003 and was provided by EZ Talk through September 11, 2003, for a total of sixty-six (66) days of unauthorized local telephone service.

FURTHER AFFIANT SAITH NOT.



Edward Roberson, Jr., Ph.D.

Sworn and subscribed before me this 18th day of December, 2003.


Notary Public

My Commission Expires:

November 24, 2005

 **BELLSOUTH®**
RECEIVED

BellSouth Telecommunications, Inc.
Suite 2106
333 Commerce Street
Nashville, TN 37201-3300

2003 DEC 16 PM 2:31 Robin P. Moore
Executive Appeals

T.R.A. DOCKET ROOM 615 214-3861
Fax 615 214-8857

December 16, 2003

VIA HAND DELIVERY

Mr. Eddie Roberson, Chief
Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee

RE: Subpoena Response

Dear Mr. Roberson:

Attached is information responsive to the enclosed subpoena.

If you have any questions concerning this information, please contact me at 214-3861.

Sincerely,

Robin P. Moore

THE TENNESSEE REGULATORY AUTHORITY

AT NASHVILLE, TENNESSEE

In Re: Alleged Slamming Conduct in)	Consumer Services Division
Violation of Tenn. Code Ann.)	
§ 65-4-125 and Rule 1220-4-2-.56 of)	
the Rules of Tennessee Regulatory)	
Authority by an as yet Unidentified)	
Provider)	

SUBPOENA DUCES TECUM IN AID OF INVESTIGATION

The Consumers Services Division of the Tennessee Regulatory Authority requires that BellSouth produce certain documents to aid in an investigation of alleged slamming conduct by a company called EZ Talk instituted by the Division pursuant to Tenn. Code Ann. § 65-4-125 and Rule 1220-4-2-.56 of the Rules of the Tennessee Regulatory Authority.

BellSouth is hereby subpoenaed pursuant to Tenn. Code Ann. §§ 65-4-105 and 65-3-110 to produce and certify the accuracy of the information requested in the Data Request Notice attached hereto. Such information shall be provided to the Consumer Services Division of the Tennessee Regulatory Authority at 460 James Robertson Parkway, Nashville, TN 37243 on or before **2:00 p.m. on Tuesday, December 23, 2003.**

December 16, 2003
Date of Issuance

J. Richard Collier
Richard Collier, General Counsel

DATA REQUEST NOTICE

Please provide the following information pursuant to the attached Subpoena
Duces Tecum in Aid of Investigation issued on the date of 12-15-03.

The history of the local service providers for the following list of telephone numbers belonging to the person listed for the period of time from July 1, 2003 through October 15, 2003. For each such history, please indicate the date a change or switch of local providers occurred and/or the date a provider stopped providing local service.

Phone Number	Name	Phone Number
03-1792	Sue Brown	615-325-4068
03-1794	Jeannie Bryant	931-762-3273
03-1827	Carolyn Burk	931-379-1282
03-1789	Lakeysha Carter	865-525-8023
03-1840	Denvy Cook	931-379-0624
03-1804	Margaret Couch	423-587-5274
03-1820	Donna Counts	931-379-0083
03-1766	Sandra Crews	423-942-8979
03-1933	Shirley Davis	931-540-8883
03-1912	Clayton Hadley	615-230-9895
03-1891	Karen Hogan	931-762-3487
03-1790	Ronald Jenkins	423-317-8298
03-1822	NaKiya Lacy	931-380-2388
03-1823	Linda Lentini	931-379-4289
03-1824	Cathy Luke	931-379-4926
03-1846	Ella Medley	931-766-3921
03-1816	James Morton	931-379-3639
03-1799	Eddie North	423-869-2859
03-1791	Sally Peery	615-325-5231
03-1842	Debbie Sanders	931-964-4765
03-1835	Sheryl Sanders	931-379-9169
03-1826	Buford Scott	931-964-2435
03-1841	Jason Travis	931-285-9404
03-1809	Lisa Travis	931-285-2586
03-1811	Miescha White	931-379-3435
03-1812	Ronnie Wilson	931-964-4372

DATA REQUEST TELEPHONE NUMBERS

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03-1812	Ronnie Wilson	931-964-4372

DATA REQUEST TELEPHONE NUMBERS

SUE BROWN	615 325 4068	Sue Brown had local service with E-Z Talk Comm LLC (7667) from 6/9/2003-10/6/2003. Local service switched to Nustar Communications Corp (8706) on 10/6/2003 and currently remains there.
JEANNIE BRYANT	931 762 3273	Jeannie Bryant had local service with E Z Talk Comm LLC (7667) from 7/29/2003 - 10/20/2003 Local service switched to Budget Phone Inc (8894) on 10/20/2003 and currently remains there
CAROLYN BURK	931 379 1282	Carolyn Burk had local serviv with E Z Talk Comm LLC (7667) form 7/8/2003 - 10/6/2003. Local service switched to Lightyear Comm Inc (5390) on 10/6/2003 Service disconnected on 10/14/2003 per order D92JLCJ0 issued by Bellsouth (5124) for reason sent as abandoned station. No pending orders found. Local service remains disconnected.
LAKEYSHA CARTER	865 525 8023	Lakeysha Carter had loaal service with E Z Talk Comm LLC (7667) from 7/8/2003 - 10/16/2003 Local service switched to Tennessee Phone Service (7069) on 10/16/2003 and currently remains there.
DENVY COOK	931 379 0624	Denvy Cook had local service with Delta Phone Inc (2744) until order C99DDL3 was issued to switch to E Z Talk Comm LLC (7667) on 7/8/2003. Customer moved to different address on 8/5/2003. Local service remained with E Z Talk Comm LLC (7667) until disconnected for non-payment, effective bill dated for 9/11/2003.
MARGARET COUCH	423 587 5274	Margaret Couch had local service with E Z Talk Comm LLC (7667) from 6/11 - 10/24/2003. Local service switched to Budget Phone Inc (8894) on 10/24 and currently remains there.
DONNA COUNTS	931 379 0083	Donna Counts had local service with E Z Talk Comm LLC (7667) from 7/9/2003 10/7/2003. Local service disconnected on 10/7/2003 per order D9175020 for nonpayment Order N954K629 was issued by Bellsouth (5124) for new local service due dated for 10/7/2003. Third party verification is required and have requested the TPV. Will follow up when that information is received. Local service switched to Max Tel Communications Inc (7828) on 10/29/2003 and disconnected on 11/14/2003. No pending orders found.
SANDRA CREWS	423 942 8979	Sandra Crews had local service with E Z Talk Comm LLC (7667) per order C9928V52 form 7/9/2003 Local service was denied for non-payment per order C(JRK474 due dated for 9/29/2003 Order D(25Q4P9 was issued on 10/20/2003 disconnect for CLEC non-payment, but was effective bill dated for 9/11/2003. No pending orders were found.
SHIRLEY DAVIS	931 540 8883	Shirley Davis had local service per order C9054QR5 with Image Access Inc (6043) from 2/5/2003 - 9/6/2003. Local service switched to E Z Talk Comm LLC (7667) on 9/6/2003 per order C97CGL92. Svc was denied for non-payment per order C9V04426 on 9/29/2003, but restored on 10/14/2003 per order C9005WJ6. Service disconnected on 10/15/2003 from E Z Talk Comm LLC (7667) and switched to Image Access Inc (6043) on 10/15/2003, where service remains.
CLAYTON HADLEY	615 230 9895	Clayton Hadley had local service with E Z Talk Comm LLC (7667) form 7/8/2003 - 9/11/2003. Local service changed to Tennessee Phone Service (7069) per order N994G4D6 on 10/22/2003 where local service currently remains.
KAREN HOGAN	931 762 3487	Karen Hogan had local service with E Z Talk Comm LLC (7667) frm 7/10-10/16/2003 Local service changed to Bellsouth (5124) per order N9G9KRL4 for Karen's daughter, Adrienne Schuelke, at the same address, on 10/16/2003, where service currently remains Third party verification is required and will follow up when the TPV is received
RONALD JENKINS	423 317 8298	Ronald Jenkins originally had service with Bellsouth (5124) but switched to E Z Talk Comm LLC (7667) on 7/9/2003 and later disconnected on 10/10/2003. Local service switched to Tennessee Telephone Service (3692) where service was dated from 10/10/2003 - 10/15/2003. Local service switched to Lightyear Comm Inc (5390) on 10/15 and disconnected on 10/30. Local service changed again on 10/30/2003 to MCI Metro (7229) where it remains to date.

DATA REQUEST TELEPHONE NUMBERS

NAKIYA LACY	931 380 2388	NaKiya Lacy had local service with Delta Phone Inc (2744) until order C92DRH58 was issued to change to E Z Talk Comm LLC (7667) on 7/9. Service disconnected on 10/6 for reason of CLEC non-payment. No pending orders found.
LINDA LENTINI	931 379 4289	Linda Lentini had local service with Delta Phone Inc (2744) until order C9F71WP7 was issued to change to E Z Talk Comm LLC (7667) on 7/8. Service disconnected on 10/20 for reason of CLEC non-payment, but was effective bill dated for 9/11/2003. On 10/23, local service was established with Image Access Inc (6043) where it remains.
CATHY LUKE	931 379 4926	Cathy Luke had local service with Delta Phone Inc (2744) till order C94DLRN8 was issued to switch to E Z Talk Comm LLC (7667) on 7/8/2003. Service disconnected to switch to Budget Phone Inc (88940 on 10/13/2003, where service currently remains
ELLA MEDLEY	931 766 3921	Ella Medley had local service with Delta Phone Inc (2744) till order C9F5RLC3 was completed on 7/8/2003 to switch local service to E Z Talk Comm LLC (7667) Service disconnected on 9/11/2003 for reason of CLEC non-payment No pending orders found.
JAMES MORTON	931 379 3639	James Morton had local service with Delta Phone Inc (2744) till order C99VWMW4 completed in switch to E Z Talk Comm LLC (7667) on 7/8. On 9/11/2003 per effective bill date on order D9CYY9W5, service disconnected for CLEC non-payment issued on 7/20/2003. Local service later changed to Max Tel Communications Inc (7828) on 10/27 where it remains.
EDDIE NORTH	423 869 2859	Eddie North had local service with Delta Phones Inc (2744) until order C99XY382 completed in changing to E Z Talk (7667) on 7/8. Service disconnected for CLEC non-payment effective bill dated 9/11/2003 on order D9CM4KX1. Local service changed to Max Tel Communications Inc (7828) on 10/30 where it remains.
SALLY PEERY	615 325 5231	Sally Peery had local service with Delta Phone Inc (2744) till order C98WT8C0 switched local to E Z Talk Comm LLC (7667) on 7/9. Service disconnected on 10/6. Local service changed to Nustar Comm Corp (8706) on 10/6 and disconnected on 10/27. Local service switched to Max Tel Communications (7828) on 10/27/2003 and disconnected on 11/10.
DEBBIE SANDERS	931 964 4765	Debbie Sanders had local service with Delta Phones Inc (2744) till order C9C7DG92 completed in change to E Z Talk Comm LLC (7667) on 7/8. Service disconnected on 10/17 Local service changed to Budget Phone Inc (8494) on 10/17 where service currently remains.
SHERYL SANDERS	931 379 9169	Sheryl Sanders had local service with Delta Phones Inc (2744) till order C9FP43H7 completed the switch to E Z Talk Comm LLC (7667) on 7/8/2003. Service disconnected per order D9D4KKR8 for reason of CLEC non-payment, effective bill dated for 9/11/2003. Local service was established to Max Tel Communications Inc (7828) on 10/27/2003, and disconnected on 11/11/2003.
BUFORD SCOTT	931 964 2435	Buford Scott had local service with Delta Phones Inc (2744) til order C90NM235 completed in changing to E Z Talk Comm LLC (7667) on 7/9/2003. Service disconnected per order D96DJ689 on 10/20, but was effective bill dated to 9/11 for CLEC non-payment. No pending orders found.
JASON TRAVIS	931 285 9404	Jason Travis had local service with E Z Talk Comm LLC (7667) on 6/3/2003 Service disconnected per order D98N5L08 on 10/20/2003, but was effective bill dated to 9/11/2003 for reason of CLEC disconnect non-payment. No pending orders found.
LISA TRAVIS	931 285 2586	Lisa Travis had local service with Delta Phones Inc (2744) till order C97BNK96 was issued to change to E Z Talk Comm LLC (7767) on 7/8. Service disconnected per D932XG38 on 10/20/2003, but was effective bill dated to 9/11/2003 for reason of CLEC disconnect non-payment. No pending orders were found.

DATA REQUEST TELEPHONE NUMBERS

MIESCHA WHITE	931 379 3435	<p>Meischa White had local service with Delta Phone Inc (2744) till order C9C699F9 was issued to change to E Z Talk Comm LLC (7667) on 7/8/2003. Service disconnected per order D94ML752 on 10/13/2003, for end user changing to Bellsouth (5124) per order N95DL6C9. Local service however was issued to Willis Jones, not Meischa White, at the same address. Third party verification is required and have requested the TPV. Will follow up when that information is received.</p>
RONNIE WILSON	931 964 4372	<p>Ronnie Wilson had local service with Delta Phone Inc (2744) till order C930PH19 was issued to change to E Z Talk Comm LLC (7667) on 7/8/2003. Service disconnected per order D91R38B0 on 10/21, effective bill dated for 9/11/2003, for reason CLEC non-payment. No pending orders were found.</p>

Delta_Address

File#	First	Last	Phone Number	PON	CC	Create Date	Completion Date	MECHANIZATION	Comments	Show Cause
03-1790	Ronald	Jenkins	423-317-8298	DPX13529145847	7667	07/08/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1799	Eddie	North	423-869-2859	DPX13132141679	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1766	Sandra	Crews	423-942-8979	DPX13245142919	7667	07/09/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1912	Clayton	Hadley	615-230-9895	DPX12681135502	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1791	Sally	Perry	615-325-5231	DPX13838148948	7667	07/09/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1789	Lakeysha	Carter	865-525-8023	DPX1184549565	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1809	Lisa	Travis	931-285-2586	DPX1204296945	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1820	Donna	Counts	931-379-0083	DPX12454129505	7667	07/09/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1840	Denny	Cook	931-379-0624	DPX12163112502	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1827	Carolyn	Burk	931-379-1282	DPX1202993796	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1811	Miescha	White	931-379-3435	DPX12335124818	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1816	James	Morton	931-379-3639	DPX12305122976	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1823	Linda	Lentini	931-379-4289	DPX1200189306	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1824	Cathy	Luke	931-379-4926	DPX12228118758	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1835	Sheryl	Sanders	931-379-9169	DPX12559132407	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1822	Kakiya	Lacy	931-380-2388	DPX13992150540	7667	07/09/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1891	Karen	Hogan	931-762-3487	DPX12363126043	7667	07/10/2003	7/10/2003	MECH	Delta Phone-EZ Talk	x
03-1846	Ella	Medley	931-766-3921	DPX14010150698	7667	07/09/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1826	Buford	Scott, Jr.	931-964-2435	DPX12995140305	7667	07/09/2003	7/9/2003	MECH	Delta Phone-EZ Talk	x
03-1812	Ronnie	Wilson	931-964-4372	DPX1200590002	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x
03-1842	Debbie	Sanders	931-964-4765	DPX12291122435	7667	07/08/2003	7/8/2003	MECH	Delta Phone-EZ Talk	x